

# Reviewing and Republishing your DSPT

## Webinar Q&A

13 May 2022



This Q&A is based on discussions during our webinar on Reviewing and Republishing Your DSPT. We are also updating our online [FAQ about the DSPT](#). To keep up to date with digital and data developments, [sign up for the Digital Social Care newsletter](#).

Question	Answer
<b>DSPT technical issues: registering, logging in, ODS codes, administrators and users</b>	
I am unsure if we have published this before. How can I check?	Guidance on how to check your DSPT status: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/check-your-dspt-status/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/check-your-dspt-status/</a>
We are a single site, but our assessment comes up with headquarter details which shows the care home but also the registered manager as an individual is this correct, as the info just given makes me think this is wrong?	Single sites still have a head quarters code as well as a site code. Your HQ code will start with A/C and your site code will start with a V. Make sure that you tick the box for your site code under the "view branches" section of the DSPT when you publish. If you have any concerns, send a screenshot of what you can see to <a href="mailto:help@digitalsocialcare.co.uk">help@digitalsocialcare.co.uk</a> and we will take a look and confirm for you.
What is the process to switch the parent HQ code of the DSPT to a new site?	If you contact the DSPT team directly through <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a> they will do this for you. If you would like support with this, contact us at <a href="mailto:help@digitalsocialcare.co.uk">help@digitalsocialcare.co.uk</a>

In our small organisation should we/can we all use the same login email and password?	We wouldn't recommend sharing passwords between multiple members of staff. You can add staff as DSPT users and that will also mean you can see who has made changes. Our guidance includes information on how to do this: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/</a>
We are a multi-site organisation and I have the Toolkit open whilst on this webinar and I do not have a dashboard with all my sites listed.	Please contact the DSPT Exeter helpdesk to ensure your services are connected to your HQ <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a>
Our tool kit appears to be linked to another care home. We raised this issue last time we completed it but it is still under another care home. Who can we contact to rectify this problem?	If you contact the DSPT team directly through <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a> they will help with this.
Can you add more than one administrator to HQ?	Yes you can.
Single organisation - would you suggest the Reg manager should be the Administrator (that is how we currently have the site set up) or would it be acceptable for a responsible person taking the lead.	It is acceptable to have either the Registered Manager or an allocated responsible person taking the lead. You can also have multiple users on the Data Security and Protection Toolkit if this works for your organisation.
When administrator leaves without handing over the details can you still access the DSPT?	Yes. You should contact the DSPT helpdesk to enable you to do this <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a>
<b>National Data Opt Out</b>	
Can you please provide advice and support around the 'National data opt-out requirement'. How do organisations ensure they are complaint? What steps/process can be followed to review this?	We have guidance here <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/</a>
Would it be possible to receive more guidance around the 'National data opt-out requirement'? What steps can organisations take to ensure they have this in place please?	The National Data Opt-Out is not currently a mandatory requirement in the DSPT. Our social care specific guidance is here ( <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/</a> ) and includes some template clauses to insert into your policies. If you have specific questions further

	<p>to this, please contact <a href="mailto:help@digitalsocialcare.co.uk">help@digitalsocialcare.co.uk</a> and we can provide more service specific answers.</p> <p>The compliance deadline for the National Data Opt-Out is 31 July 2022 and you should use the guidance above to ensure you have done everything you need to by this date. National Data Opt-Out will be a mandatory question in the DSPT from 31 July.</p>
<p>What is an OPT OUT Policy?</p>	<p>The National Data Opt Out it is about enabling people using services to opt out of having confidential data shared for purposes other than for their care. It is not mandatory to have arrangements in place in order to complete the DSPT by 30 June 2022. However it is due to become mandatory for CQC registered providers to have the NDOP in place by 31 July 2022. It will then become a mandatory question on the DSPT as well.</p> <p>We have guidance here and will update it if anything changes: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/</a></p>
<p>Do we have to have a statement regarding opting out of sharing data for research and planning for our service users to sign and what do we do with this statement?</p>	<p>We have social care specific guidance on National Data Opt-Out. You need to have arrangements in place by 31 July 2022. You don't currently need NDOP in order to publish your DSPT by 30 June.</p> <p>NDOP guidance here <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/</a> and we will also be providing updates in our newsletter if anything changes <a href="https://www.digitalsocialcare.co.uk/newsletter-signup/">https://www.digitalsocialcare.co.uk/newsletter-signup/</a></p>

<p><b>Local Support Organisations</b></p>	
<p>Who is my local support organisation? I am from a single site and have really struggled in my last publication and seems more questions are now added. I have also found that if I do not complete a mandatory question, I had to complete an action plan with how I was going to deal with this. Some questions I just cannot answer, IP addresses, patch testing etc.</p>	<p>You can look up your local support organisation here: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/</a> They will be able to help with the questions and action plan. If you have published before, then you will need to get to Standards Met. If you have not, you can get to Approaching Standards and publish an Action Plan of how you will get to Standards Met next time.</p>
<p><b>Competing and submitting the DSPT</b></p>	
<p>We plan to improve our security and IT systems in July-August this year. Do we complete the DSPT before June 30 with how our current systems work and update again after we upgrade our systems or could we complete before 30th June with how are IT systems will work in the future?</p>	<p>You can do both. We strongly recommend you do publish by 30 June otherwise you won't have a valid DSPT. When you change systems, then update your DSPT again. You can log in and update your DSPT as often as you like, when you make updates just make sure you publish again when you have finished.</p>
<p>If we have submitted our DSPT for this year but want to update/rewrite our answers to questions can we amend and resubmit the toolkit again before the 30th June deadline?</p>	<p>Yes, you can re-enter the DSPT, make changes and then republish at any time and as many times as you like. We strongly recommend that care providers use the DSPT as a live tool and that you keep it up to date throughout the year.</p>
<p>Does the system alert you on new questions which were added in 2022? This is my first time using this portal and I can see the answers already populated. I understand that I need to review the existing information entered by my predecessor in 2021, but how would I know if there</p>	<p>You will need to review all the questions marked Mandatory - regardless of whether they were answered before or not. They will be marked as Incomplete on your assessment view. The amends were focused on improving the language and making it social care friendly.</p>

<p>are new questions for which I would need to create supporting info prior hand?</p>	
<p>I am not able to publish as on section 8.2.1 states that I have not completed this mandatory requirement, however there is no tick option and I have completed the comments section with the location of the file requested, it will not let me proceed to publishing without this?</p>	<p>Can you contact us directly about that - email <a href="mailto:help@digitalsocialcare.co.uk">help@digitalsocialcare.co.uk</a> and we can have a look at that.</p>
<p>Is it right that if you have a standard such as ISO27001 then you can register this and then many fields are auto completed?</p>	<p>For the social care view, an ISO27001 accreditation doesn't remove any questions. However, you can answer nearly all of the IT questions with a link to your accreditation certificate. If you have completed Cyber Essentials Plus, certain questions will be removed.</p>
<p>Reaching 95% training completed feels like the hardest target to reach in light of other pressures. Will this be reduced at all?</p>	<p>We are still discussing changes to the Toolkit for next year (after the 30th June) with NHS Digital and DHSC and we are definitely providing feedback that this is very difficult. We are also publishing more guidance to help with this in the next few weeks. Register for our newsletter to ensure you get information about this <a href="https://www.digitalsocialcare.co.uk/newsletter-signup/">https://www.digitalsocialcare.co.uk/newsletter-signup/</a></p>
<p>Where can I find guidance on how to publish?</p>	<p>We have detailed guidance on how to publish for the second time (or more): <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/published-before-review-and-republish-your-dspt/review-and-republish-at-standards-met/publishing-for-the-second-or-more-time/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/published-before-review-and-republish-your-dspt/review-and-republish-at-standards-met/publishing-for-the-second-or-more-time/</a></p>

<b>Data protection roles</b>	
Can you advise on the roles of Data Protection Lead and Data Protection Officer? We are trying to ensure the right person with right skills is involved in each role.	We have a detailed guide on both roles here: <a href="https://www.digitalsocialcare.co.uk/resource/data-security-and-protection-responsibilities/">https://www.digitalsocialcare.co.uk/resource/data-security-and-protection-responsibilities/</a>  In general, small providers don't require a DPO but should have a data protection lead.
<b>Cyber Essentials</b>	
If you have had a recent Cyber Essentials accreditation does this help in completing the DSPT? Can you use that as evidence?	Yes - completing Cyber Essentials Plus removes a number of questions from the DSPT. When you register for the DSPT you can tick a box to say you have Cyber Essentials and this will automatically remove questions. If you want to discuss how this works in more detail, you can contact Digital Social Care on <a href="mailto:hello@digitalsocialcare.co.uk">hello@digitalsocialcare.co.uk</a>
<b>Who needs to complete the DSPT</b>	
I was told by my franchise that we don't need to complete the DSPT if we only have private clients. Is this true?	All CQC registered services should complete the DSPT and obviously we strongly recommend that you do. It will help improve your arrangements, and provide evidence to inspectors, service users and family. If you access any NHS information – such as NHSmail or proxy medication ordering – you need to have the DSPT in place.
We achieved cyber essentials plus last year which took a great deal of work . We haven't been able to achieve this year as they have expanded the scope to include BYOD and external software providers - does anyone have a work around please ?	We don't have a work around, but Data Security and Protection Toolkit is a simpler standard to meet than Cyber Essentials Plus. We have guidance on BYOD here: <a href="https://www.digitalsocialcare.co.uk/social-care-technology/mobile-devices/mobile-device-management/">https://www.digitalsocialcare.co.uk/social-care-technology/mobile-devices/mobile-device-management/</a> and guidance on external software providers here: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/manage-your-suppliers/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/manage-your-suppliers/</a>

<p>We have cyber essentials plus currently but we understand that in order to achieve again this year all of our access to systems which are cloud-based will need to have 2FA/multi factor authentication. If we don't achieve this then we will drop back from Standards Exceeded to Standards Met.</p>	<p>No, to achieve standards exceeded in the social care view you must answer all questions within the DSPT, not just the ones marked mandatory.</p> <p>Social care organisations do not need to complete Cyber Essentials Plus to achieve Standards Exceeded.</p>
<p>Can the LSP advise on organisations who can assist with finding partners to assist with achieving Cyber Essentials Plus? And is there any funding available to Social Care orgs for getting Cyber Essentials Plus?</p>	<p>There is not currently any funding available to help with Cyber Essentials Plus as far as we are aware. IASME recommends contacting a local certification body who can help with achieving CE+: <a href="https://iasme.co.uk/certification-bodies/">https://iasme.co.uk/certification-bodies/</a></p> <p>You can also get help from your local Cyber Resilience Centre – there is one in each region and these are run by the police. They can help organisations with IT and Cyber Security at no or reasonable cost dependent on what is required</p>
<p><b>ICO licence</b></p>	
<p>Can we renew the ICO Licence before the due date?</p>	<p>The ICO say they will contact all organisations 6 weeks before their fee expires. And if you have a direct debit set up, payment will be taken automatically. ICO guidance is available here <a href="https://ico.org.uk/for-organisations/data-protection-fee/renew/">https://ico.org.uk/for-organisations/data-protection-fee/renew/</a></p>

Find out more about the [Better Security, Better Care support programme](#)

[Access guidance and information on the DSPT](#)

## Contact details

Direct support with completing your DSPT. [Contact your Local Support Partner](#).

Technical issues with finding your ODS code or technical problems with the DSPT: 0300-303-4034 Email [Exeter.helpdesk@nhs.net](mailto:Exeter.helpdesk@nhs.net)

Large, multi-site providers: help with registering and publishing for multiple services, contact Digital Social Care Helpline [help@digitalsocialcare.co.uk](mailto:help@digitalsocialcare.co.uk) 0808 196 4848 (Mon-Fri 9-5)

[www.digitalsocialcare.co.uk/bettersecuritybettercare](http://www.digitalsocialcare.co.uk/bettersecuritybettercare)